

**Snohomish County**  
**Superior and District Court**  
**Interpreter Web Application**  
**Interpreter Handbook**

## Glossary of Terms

<b>Administrator</b>	An administrator can delete jobs where an assignment has been made, can add both interpreters and clerks to the database as users, and assigns jobs to interpreters.
<b>Clerk</b>	An internal user of the system who can schedule jobs. A clerk can also delete cases within a job if more than one case is part of that job. <i>A clerk cannot delete jobs.</i>
<b>Client Name</b>	The name of the person requiring an interpreter.
<b>Division</b>	The <i>building</i> a job will be held in. Division can be a probation office, jail courtroom or courthouse.
<b>Event Type</b>	The type of event for which an interpreter has accepted assignment. An event could be a court hearing, an attorney/client meeting or a probation meeting.
<b>Interpreter</b>	An interpreter who has been assigned a User ID and password after completing the application process. An interpreter may be either certified in certified languages, registered in registered languages or qualified in non-certified and non-registered languages. An interpreter can sign up through the application for unassigned jobs in their language.
<b>Interpreter Coordinator</b>	A court employee assigned to schedule and coordinate interpreter services.
<b>Job</b>	One or more cases scheduled at a particular division(s) on the same date and time for the same language.
<b>Job ID</b>	A unique number assigned to each job submitted by a court and a method to look at the detail of the job.
<b>Location</b>	The courtroom, office, or room within the division where the event will take place. The location for each case number shall be listed in the location field. Other notes specifically for the interpreter may be placed in this area.
<b>Notes</b>	Case specific notes such as client has multiple cases. Some may be public, others are internal use only.

## Accessing the Interpreter Web Application (IWA)

To begin using the application, open Internet Explorer and point your browser to:

<https://www.snoco.org/ssl/courts/interpweb/applicationlogin.aspx>

Save this location as a favorite (click on Favorites and then Add to Favorites) or place a shortcut to it on your desktop (click on File then Send and Shortcut to Desktop).



### Interpreter Web Login

Please provide your username and password in order to access the Interpreter Web system.

Username:

Password:

☐ Remember my credentials on this computer\*

\*Stored credentials are only valid for 10 hours.



Snohomish County, Online Government Information & Services

425-388-3411 or 1-800-562-4367, TTY 425-388-3700  
Snohomish County, 3000 Rockefeller Ave., Everett, WA 98201

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Log on with the Username and Password supplied by an application administrator. The first time you sign onto the system you will be asked to update your information and reset your User ID and password.

Select the "Password/Profile" tab to update your profile. Fields in red are required. Type in a password and confirm it by repeating the password you just entered. Passwords must be 6 characters in length, letters and numbers in any combination. Update any additional information that may be useful to the Interpreter Coordinators, Clerks or Administrators (mailing address, phone number, physical address for point of origin purposes etc...)

Once completed select "Update Profile", a dialogue box will open advising that your update was successful. This screen is only used by Administrators of the IWA and is not available to other users of the system.

## Interpreter Web

Schedule Search		Password/Profile	Logoff
		Logged in as INTERPRETER1	
User Name:	Password:*	Confirm:*	
<input type="text" value="INTERPRETER1"/>	<input type="password"/>	<input type="password"/>	
E-Mail:*			
<input type="text" value="interpreter@snoco.org"/>			
First Name:	Last Name:*		
<input type="text" value="INTERPRETER"/>	<input type="text" value="ONE"/>		
Address:			
<input type="text"/>			
<input type="text"/>			
City:	State:	ZIP:	
<input type="text"/>	<input type="text" value="WA"/>	<input type="text"/>	
Phone 1:*	Phone 2:		Phone 3:
<input type="text" value="425-388-3421"/>	<input type="text"/>		<input type="text"/>
<b>Registered Languages</b>		<input type="button" value="Update Profile"/> * Indicates Required Fields	
<input type="text" value="Spanish"/>			
<input type="text" value="Cantonese (Chinese)"/>			
<input type="text" value="Dutch"/>			

Once updated select the “Schedule Search” tab to proceed



## Interpreter Web

Schedule Search

Password/Profile

Logoff

Logged in as INTERPRETER1

Start Date: 3/5/2009

End Date:

Language: All

Division: All

Court Type: All

Job ID:

☐ Personal Calendar

Search

Logged in as INTERPRETER1



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Change the start date to the date you wish to search, if looking for a specific date range, enter an end date. If searching for all available jobs, leave the end date blank. If you are qualified in more than one language you can leave the language as “all”.

Take a minute to familiarize yourself with this screen.

When you sign into the application you will be taken to a list of jobs that are available to be picked up by you. These are jobs related to the languages linked to your person record. If you are unable to view any jobs there may not be any jobs available to you at this time. Please check back. Certified and/or registered language jobs will be displayed to certified and/or registered Interpreters. Within one (1) day of the job, if the job has not been picked up by a certified and/or registered interpreter it will be displayed to all qualified and non-certified interpreters.

**\*\*\*Use of technology to automate job acquisition may negatively impact the IWA application. Use of this technology may also cause your account to be suspended or disabled (removed).**

Choose the “Job ID” you are interested in selecting by moving your cursor to the job number and clicking on it. This will open the job where specific information is contained.



**Snohomish County**  
Washington

Online Government Information & Services

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## Interpreter Web

Schedule Search

Start Date:

Language:  ▼

Court Type:  ▼

Password/Profile

End Date:

Division:  ▼

Job ID:

☐ Personal Calendar

[Logoff](#)

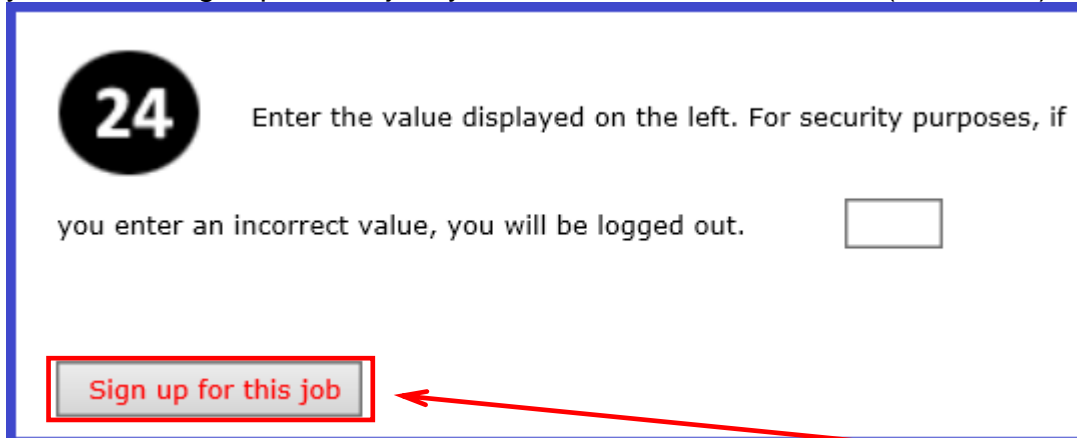
Job Date	Time	Job ID	Duration	Division	Interpreter	Language
3/15/2009	8:30 AM	<u>53</u>	2.0 hrs.	SDC Evergreen	Unassigned	Spanish
4/1/2009	8:30 AM	<u>66</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
4/1/2009	8:30 AM	<u>67</u>	2.0 hrs.	SSC County Jail	Unassigned	Spanish
4/7/2009	8:30 AM	<u>17</u>	2.0 hrs.	SDC County Jail	Assigned	Spanish
4/7/2009	11:00 AM	<u>15</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
4/8/2009	2:00 PM	<u>18</u>	3.0 hrs.	SDC County Jail	Assigned	Spanish
5/1/2009	8:30 AM	<u>51</u>	2.0 hrs.	SDC Cascade	Assigned	Spanish
5/1/2009	10:45 AM	<u>50</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/2/2009	8:30 AM	<u>52</u>	2.0 hrs.	SDC Campus Courthouse	Unassigned	Spanish
5/3/2009	8:30 AM	<u>58</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	<u>57</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	<u>63</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	<u>64</u>	2.0 hrs.	SDC Campus Courthouse	Unassigned	Spanish
5/3/2009	8:30 AM	<u>61</u>	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	<u>59</u>	2.0 hrs.	SDC County Jail	Assigned	Spanish

**Jobs may have one or several cases attached. Cases that are attached to jobs may be at one or several different locations or “divisions”. By accepting a particular job the interpreter agrees to provide interpreter services for all cases or “events” attached to that specific job.**

**Court staff will add cases or “events” to jobs until the job time duration has been met (2hr, 4hr, etc.) Each time a case or “event” is added to a job or a change is made to a case or “event” an email will be sent to the interpreter advising of the new or updated case details. It is the responsibility of the interpreter that accepts a particular job to check his/her email for these updates. ”**

**This application will not allow interpreters to accept more than 1 job within a 2 hour 30 minutes period (2 hour minimum + 30 minutes travel time). If an interpreter would like to accept 2 jobs back to back with no travel required between jobs the interpreter shall contact the appropriate Interpreter Coordinator. (See contact information on page 10)**

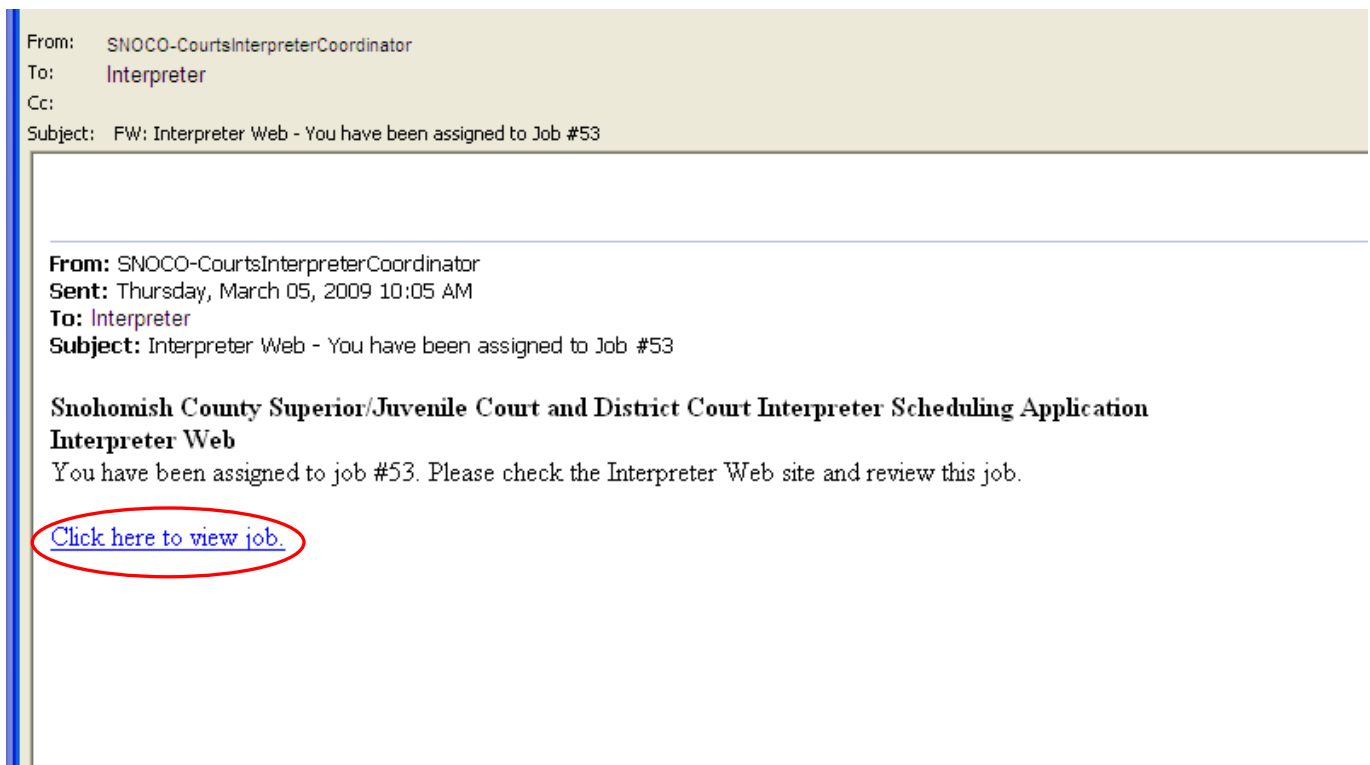
If you wish to see the details of the case associated with this job, select “Click for Details.” If you wish to sign up for the job, you must solve the CAPTCHA (see below):



A CAPTCHA interface within a blue-bordered box. On the left is a black circle containing the white number '24'. To its right is the text: 'Enter the value displayed on the left. For security purposes, if you enter an incorrect value, you will be logged out.' Below this text is a small, empty rectangular input box. At the bottom left of the box is a button with a red border and the text 'Sign up for this job' in red. A red arrow points from this button towards the right side of the page.

Once the CAPTCHA is solved, complete the process by selecting the “Sign up for this job” button. Once accepted, a dialogue box will open and advise you the job assignment was successful.

You will receive an e-mail advising you that you have been assigned to the job.



Click on the link to view the job specifics.

Use the back and forward arrows for navigation, or select one of the tabs on the top of the screen. If you select the “schedule search” tab you will be returned to the job list.

A feature of the web is the personal calendar. When you are signed in and have picked up job(s) you can select from the schedule search tab “Personal Calendar” option by clicking on the box. A check mark will appear and once search is selected a list of assigned jobs appears.

**Snohomish**  
**County**  
Washington

Online Government Information & Services

**Interpreter Web**

Schedule Search

Password/Profile

Logoff

Start Date: 3/5/2009

End Date:

Language: All

Division: All

Court Type: All

Job ID:

Interpreter: ☒ Personal Calendar

Search

Job Date	Time	Job ID	Duration	Division	Interpreter	Language
3/15/2009	8:30 AM	53	2.0 hrs.	SDC Evergreen	Assigned	Spanish
4/7/2009	8:30 AM	17	2.0 hrs.	SDC County Jail	Assigned	Spanish
4/8/2009	2:00 PM	18	3.0 hrs.	SDC County Jail	Assigned	Spanish
5/3/2009	8:30 AM	57	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	58	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	59	2.0 hrs.	SDC County Jail	Assigned	Spanish
5/3/2009	8:30 AM	60	2.0 hrs.	SDC County Jail	Assigned	Spanish
5/4/2009	8:30 AM	65	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/9/2009	8:30 AM	81	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
12/1/2009	8:30 AM	31	2.0 hrs.	SDC County Jail	Assigned	Dutch

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Logged in as INTERPRETER1

If you are signed up for one job at 9:00 a.m. at a specific court location, the application will not allow you to pick up another job at the same time at a duplicate location. You will receive an error message asking you to contact the interpreter coordinator.



In the event you are unable to accept a job you have either signed up for or have been automatically assigned, contact Interpreter coordinator for either District Court or Superior Court.

District Court      E-mail: [sdciinterpretersupport@snoco.org](mailto:sdciinterpretersupport@snoco.org)  
Phone: (425) 388-3893

Superior Court      E-mail: [ssciinterpretersupport@snoco.org](mailto:ssciinterpretersupport@snoco.org)  
Phone: (425) 388-3459

Please reference the Snohomish County Interpreter Policy and Procedure for the Courts' cancellation policy.

## **Exiting the Program**

When you have finished using IWA; "Logoff" to return to the main login screen or close the browser to exit the program.



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### **Interpreter Web**

Schedule Search	Password/Profile	<b>Logoff</b>
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A copy of this manual, a link to IWA and the voucher form can be found on the Court web site:

<http://www.snohomishcountywa.gov/575/Interpreter-Services>

**or**

<http://www.snohomishcountywa.gov/1436/Interpreter-Services>